DOCUMENT RESUME

ED 446 582 HE 033 422

TITLE	Student Financial Aid Information Toll-Free.
INSTITUTION	Department of Education, Washington, DC. Student Financial Assistance.
PUB DATE	2000-00-00
NOTE	5p.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	*College Applicants; *Grants; Higher Education; Information Dissemination; *Paying for College; *Student Financial Aid; Student Loan Programs

ABSTRACT

This brochure describes the work of the Student Financial Aid Information Center, through its toll-free number: 1-800-4 FED-AID (1-800-433-3243). The Center answers questions about major aid programs, such as Pell Grants and Stafford/PLUS Loans. The Student Financial Aid Information Center helps students through the application process by confirming dates, issuing duplicate Student Aid Reports, and helping students with various stages of the aid process. The brochure also contains information about other Student Financial Aid call centers, including a center to help students with applications on the Web and information centers for advice on consolidating loans or defaulted loans. Spanish language services are available from the Federal Student Aid Information Center. (SLD)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 446 582

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ALL CALLS ARE NOW TOLL-FREE!

Student Financial Aid Information Toll-Free

1-800-4 FED-AID

(1-800-433-3243)

Federal Student Aid Information Center
Hours: 8 a.m. to midnight (Eastern Time)
Seven Days a Week

¡Se habla español!

2

BEST COPY AVAILABLE

The Federal Student Aid Information Center helps over five million callers a year through our toll-free number: 1-800-4 FED-AID (1-800-433-3243), answering questions about major aid programs such as Federal Pell Grants and Federal Stafford/PLUS Loans.

We help students through the application process by:

- Confirming application processing dates and issuing duplicate Student Aid Reports.
- Explaining how to answer questions on the student aid application.
- Looking up school code number(s) and/or making changes to the schools listed on the application.
- Explaining comments on the Student Aid Report and how to make corrections to erroneous or inconsistent information.

We also provide help with other stages of the aid process by:

- Explaining eligibility, verification, and disbursement requirements.
- Explaining loan deferments and repayment options.
- Identifying the current holder of a student loan that is in repayment.

The Information Center also fills requests for single copies of the *Free Application for Federal Student Aid* (FAFSA) and *Funding Your Education*, our popular booklet that introduces newcomers to student aid.

BEST COPY AVAILABLE

More you should know about the Information Center:

- Callers can choose Spanish-language services from the introductory menu.
- Hearing-impaired callers who have access to a TTY device can receive all of the Information Center's services by dialing 1-800-730-8913.
- Privacy of data is very important to us. Therefore, we may need to request the Data Release Number from the Student Aid Report before answering some questions about the student's information.
- Calls are routinely monitored by supervisory and U.S. Department of Education staff to ensure quality. We also regularly solicit feedback from our customers through focus groups, our automated phone system, and the Web.
- For overseas callers who do not have access to toll-free service we maintain a commercial line: 1-319-337-5665.

Other popular Student Financial Aid call centers provide more specialized toll-free services to our customers:

- Students who need help in using FAFSA on the Web (www.fafsa.ed.gov) can get answers to their computer questions at 1-800-801-0576.
- Borrowers who want to find out how to consolidate their current student loans into a single Direct Consolidation Loan should call 1-800-848-0979.
- Borrowers who have defaulted loans held by the Department should call the Debt Collection Service Information Center at 1-800-621-3115 to find out who is handling their accounts, how much they owe, and where to send payments.

BEST COPY AVAILABLE

Student Financial Assistance
U.S. Department of Education

5

BEST COPY AVAILABLE